

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5k

Executive Summary

Period Ending 08/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	3
2.1	Response Time - Medium	90%	100%	30
2.2	Response Time - Low	90%	100%	4
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	3
2.4	Resolution Time -Medium (Complex)	90%	100%	34
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	0%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	37
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	37	37

Monthly Highlights

- 1) Completed Migration of all Guarantee Agencies of the VPN software.
- 2) Updated FMS security forms with current FMS Team.
- 3) Most of the activity of the Tier II Help Desk issues were related to SFA CFO processes .
- 4) Reviewed Change Request Log with Change Control Board, and closed completed items.
- 5) Completed with FMS Monthly Processing for closure of books.
- 6) Documented Oracle Discoverer software & Oracle ADI software installations.
- 7) Completed Tracking Tool improvement plan.
- 8) Four weekly FMS / FFEL meetings held during this month.
- 9) Created tracking documents for software management of Oracle ADI & Discoverer.
- 10) Completed FMS Operations End of Month Processing procedures.
- 11) Logged all FMS Help Desk calls from 08/01/01 thru 08/31/01.

(See Appendix A for detailed explanations of the Metrics.)